

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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	)	Confirmation No.: 5669
	)	
Applicants: CASPI et al.	)	Group Art Unit: 2614
	)	
Application No.: 10/742,304	)	Examiner: Thjuan K. Addy
	)	
Filing Date: 12/18/2003	)	<b>AMENDMENT and RESPONSE</b> to
	)	August 19, 2008 Non-Final Office Action
For: COMPUTER-BASED	)	
TELEPHONE CALL	)	Docket No.: 2003P15311US
MANAGEMENT	)	
	)	<b>PTO Customer Number 58524</b>
	)	
	)	
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Mail Stop Amendment (via EF)  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Non-Final Office Action mailed August 19, 2008, please amend the above-identified application as follows:

**Amendments to the claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 5 of this paper.